Requirements for an accommodation establishment

Passed 23.05.2012 No. 43

The Regulation is established on the basis of subsection 19(4) of the Tourism Act.

**Chapter 1**  
**GENERAL PROVISIONS**

§ 1. Scope of application

This Regulation provides requirements for accommodation establishments. Accommodation establishments shall comply with the general requirements provided in this Regulation and with specific requirements for the particular type of accommodation establishments during the whole period of accommodation of guests.

§ 2. Types of accommodation establishments

(1) The type of accommodation establishment shall be determined according to the requirements provided in this Regulation.

(2) The main types of accommodation establishments are hotels, motels, guest houses, hostels, holiday villages and holiday camps, holiday homes, visitor’s apartments and bed-and-breakfasts.

(3) If an accommodation establishment complies with the general requirements provided for accommodation establishments in this Regulation but does not correspond to the description of, and does not comply with the requirements established for any type of accommodation establishment, other appropriate definition characterising the type of accommodation establishment may be used by the undertaking or the type may be unspecified.

**Chapter 2**  
**GENERAL REQUIREMENTS FOR ACCOMMODATION ESTABLISHMENTS**

§ 3. General requirements

(1) The buildings of accommodation establishments shall comply with the relevant requirements set for buildings.

(2) The grounds, appearance of the building, and furniture, walls, lighting fixtures, floor covering and carpets, bed linen and bedspreads, curtains or blinds, sanitary equipment and furnishings of the common rooms, guest rooms and hygiene facilities of an accommodation establishment shall be clean and safe for the user in ordinary use.

(3) Accommodation establishments shall have power and water supplies and ensure the appropriate disposal of garbage and waste water.

(4) If food is handled by an accommodation establishment this shall be done according to the Food Act.

(5) A body of water intended for bathing shall comply with the requirements provided for bathing water and beaches on the basis of the Public Health Act, and swimming pools and water parks of an accommodation establishment shall comply with the requirements for swimming pools and water parks on the basis of the Public Health Act.
§ 4. Name and designation of accommodation establishments

(1) An accommodation establishment’s designation setting out its name, type or any other specification which characterises its type shall be placed on the building or on the driveway leading to it. If an accommodation establishment’s name does not indicate that it is an accommodation establishment, this designation shall contain its name and a clear reference to the fact that it is an accommodation establishment.

(2) If the type of an accommodation establishment or some other specification characterising its type is already included in its name, the designation does not have to include separately the type of the accommodation establishment.

(3) Only the name of the type specified in the register of economic activities or some other specification characterising the type can be used in the name and designation of the type of the accommodation establishment.

(4) The word “turismitalu” (tourism farm) may only be used in the names of guest houses, hostels, holiday villages and holiday camps, holiday homes and bed-and-breakfasts located in rural areas (in a village, small town or town). The designation of a tourism farm shall include an additional reference to the type of the accommodation establishment.

(5) The word “spa” can be used in the name and designation of an accommodation establishment and in offers for sale and in the sale of services if the following minimum services are provided at the accommodation establishment:
   1) two different massage services;
   2) two different hydrotherapies or the availability of a swimming pool;
   3) sauna service (a sauna for a minimum of 6 people);
   4) two different beauty services and personal services other than the sauna service, as defined in Regulation No. 86 of the Minister of Social Affairs of 20.12.2000 “Health protection requirements for the provision of beauty services and personal services” or provision of medical rehabilitation services as defined in the Health Services Organisation Act.

(6) If an accommodation establishment has been assigned a category, this may be used in the name and designation of the accommodation establishment and in offers for sale and in the sale of accommodation services. If other designations of quality are used, they shall be presented separately from the category designation of the accommodation establishment.

§ 5. Designations of rooms and buildings

All common rooms and buildings that are used by guests at accommodation establishments other than bed-and-breakfasts and visitor’s apartments, shall be marked with the name of the respective room or building, with a generally recognised designation or in some manner which is understandable to guests.

§ 6. Requirements for water

(1) The quality of drinking water used at an accommodation establishment shall comply with the drinking water requirements provided on the basis of the Water Act.

(2) Accommodation establishments shall have hot water around the clock at the minimum temperature of +65 °C.

§ 7. Ventilation

The common rooms, guest rooms and hygiene facilities of an accommodation establishment shall be provided with natural or mechanical ventilation.

§ 8. Lighting

(1) The general lighting of accommodation establishments shall ensure uniform, diffuse light in common rooms, guest rooms and hygiene facilities.

(2) Guest rooms of an accommodation establishment shall have natural lighting, artificial general lighting and artificial local lighting near the bed. The latter is not required in guest rooms of holiday villages and holiday camps.

(3) Guest rooms, except in holiday villages and holiday camps, shall have sufficient reading light.

§ 9. Requirements for guest rooms

(1) Guest room doors in an accommodation establishment shall be lockable and with keys for use by guests.

(2) Guest room temperatures in an accommodation establishment shall be optimal and 18 °C as a minimum.

(3) Guest rooms of an accommodation establishment shall have:
1) a bed with the minimum size of 80×190 cm or a double bed with the minimum size of 140×190 cm;
2) a pillow with the minimum size of 40×50 cm per bed place;
3) a blanket per bed place, 40 cm wider than the width of the bed place as a minimum and fully covering the
   bed place. A double bed may have a blanket fully covering the bed, 40 cm wider as a minimum than the bed;
4) a chair or other seat per bed place;
5) curtains or blinds which do not allow much light to enter the room and cover the entire window;
6) a garbage bin;
7) fire safety instructions and an evacuation floor plan;
8) a bedside table or a surface for placing items;
9) a wardrobe, clothes rack or stand;
10) three clothes hangers per bed place, except in a holiday village and holiday camp. In a hostel, clothes
    hangers shall be available, if necessary;
11) an electrical socket for use by guests.
§ 10. Towels and bed linen

(1) Hand towels used in an accommodation establishment shall be with the minimum size of 40×60 cm and
    bath towels with the minimum size of 65×130 cm.

(2) The bed linen used in an accommodation establishment shall include a bed sheet, a flat sheet or blanket
    case, and a pillowcase which fully covers the bed, blanket and pillow, respectively.
§ 11. Hygiene facilities

(1) The walls and floors of hygiene facilities (washroom, toilet) of an accommodation establishment shall be
    covered with waterproof, easily cleanable and disinfectable materials.

(2) A common hygiene facility of an accommodation establishment shall provide for hygienic washing and
    drying of hands and only soap in dispensers can be used there. A soap dispenser or bars of soap can be used in
    the hygiene facilities of guest rooms.
§ 12. Toilets

Toilets of an accommodation establishment shall be supplied with toilet paper and a garbage bin with a lid and
    disposable bags; common toilets for men and women or women shall be supplied with hygienic bags.
§ 13. Washrooms

Washrooms of an accommodation establishment, except for additional washrooms, such as saunas, shall have:
1) running hot and cold water;
2) a shower or a bath with a curtain or a cubicle;
3) sink;
4) mirror;
5) clothes rack or stand;
6) a surface or shelf for placing items next to the sink, and shower or bath;
7) a drinking glass or cup per bed place;
8) a garbage bin with a lid and with disposable bags.
§ 14. Cleaning equipment

(1) Cleaning equipment of an accommodation establishment shall be labelled according to the room where they
    are used, and stored in a room or cupboard with drying possibilities or ventilation.

(2) Cleaning equipment for hygiene facilities shall be stored separately from other cleaning equipment.

(3) Rooms and furnishings shall be cleaned using appropriate cleaning and washing agents and tools which
    comply with the requirements of the Chemicals Act, and are used according to their instructions for use.
    Disinfectants shall comply with the requirements of the Biocides Act.
§ 15. Storage of linen

Clean linen shall be stored in a separate room or cupboard in an accommodation establishment.
§ 16. Requirements for service staff

(1) The service staff of an accommodation establishment shall pass the required screening examination
    according to the provisions of the Communicable Diseases Prevention and Control Act.
(2) Receptionists and other staff of an accommodation establishment who directly provide services to guests shall be proficient in Estonian according to the standards established by the Regulation of the Government of the Republic No. 84 of 20 June 2011 “The requirements for proficiency in and use of the Estonian language for public servants, employees and sole proprietors” (RT I, 27.06.2011, 1).

§ 17. Additional requirements

An accommodation establishment shall ensure:
1) registration of guests according to the procedure established in the Tourism Act;
2) issue of guest room keys to an identified person;
3) that guests can enter and exit around the clock;
4) that guests and staff have access to a first aid kit;
5) that the emergency services can be contacted immediately in the event of emergency;
6) that guests are notified of the services provided, the price list and reception times, unless the reception is available around the clock.

Chapter 3
REQUIREMENTS FOR A HOTEL

§ 18. Hotel

A hotel is an accommodation establishment with ten guest rooms as a minimum which provides meals.

§ 19. Requirement for a lift

(1) Hotel guests shall be able to use a lift from the ground floor to all floors with guest rooms, and other rooms at the disposal of guests, if those rooms are above the second floor of the building.

(2) The requirement in section 1 does not apply if it would not be possible due to any heritage conservation requirements which apply to the premises or if the building inspector confirms that the structural peculiarities of the hotel building do not make it possible to install and use a lift.

§ 20. Hotel reception

(1) A hotel reception room shall be supplied with:
1) a reception desk with service from 7.00 to 23.00 as a minimum;
2) a common toilet separately for men and women or both for men and women;
3) seats;
4) opportunity for using phone or mobile phone services;
5) free internal phone system for calling rooms;
6) a safe or storage boxes at the disposal of the guests;
7) an opportunity for sending an ordinary letter.

(2) If a hotel has no reception available around the clock, the information about reception times shall be displayed at the hotel entrance.

§ 21. Requirements for meals

A hotel shall provide as a minimum:
1) breakfast on weekdays from 7.00 to 10.00 and on holidays from 8.00 to 11.00;
2) hot meals from 12.00 to 15.00 and from 18.00 to 22.00.

§ 22. A hotel guest room

(1) The minimum area of not less than 70% of the respective guest rooms of a hotel, including the entrance room but excluding the hygiene facility, shall be 8 m² for a single room and 12 m² for a double or twin room.

(2) The door of a guest room shall have a peephole or door chain inside.

(3) A guest room shall be supplied with:
1) a single bed with a minimum size of 80 x 190 cm or a double bed with a minimum size of 160 x 190 cm; stacked bunk beds are not allowed;
2) bed mattress cover;
3) bed linen (advisably in single colour);
4) bedspread which covers 30% of the bed as a minimum;
5) a foot towel, a hand towel and a bath towel per bed place;
6) a bedside table or surface for placing items per bed place;
7) a chest of drawers or shelves;
8) a writing desk or writing surface;
9) a desk lamp;
10) a full-length mirror for guests;
11) a suitcase stand;
12) a drinking glass per bed place;
13) information on the accommodation establishment, including the services provided and a price list;
14) writing paper and a pen;
15) free phone connection with the reception and with the control centre of the emergency services;
16) a hygiene facility.

(4) The following items shall be made available to guests on request:
1) shoe cleaning equipment;
2) a clothes brush;
3) a vase;
4) sewing items;
5) a bottle opener.

§ 23. Obligatory services to be provided by a hotel

A hotel shall ensure:
1) an opportunity to watch TV in the guest room or in a common room;
2) a change of bed linen once a week as a minimum or on request and for every new guest;
3) a daily change of towels or on request but not less than every three days and for every new guest;
4) an opportunity to order an extra bed;
5) an opportunity to get an extra pillow and blanket;
6) shoe cleaning equipment or their availability on request;
7) an opportunity to make non-cash payments;
8) an opportunity to receive faxes;
9) an opportunity to send and receive e-mail;
10) an opportunity to get an additional suitcase stand.

§ 24. Parking

A parking lot or information on nearby parking spaces shall be available at hotels.

§ 25. Rooms for hotel staff

A hotel shall have staff changing rooms and hygiene facilities.

§ 26. Requirements for hotel staff

(1) Staff who provide services to guests shall wear a uniform and advisably a name tag with the job title.

(2) Hotel receptionist shall be proficient in two foreign languages as a minimum at a level sufficient for communication.

Chapter 4

REQUIREMENTS FOR A MOTEL

§ 27. Motel

A motel is an accommodation establishment located near a highway, with ten guest rooms as a minimum, intended primarily for people travelling by car, and which offers meals and provides secure parking.

§ 28. Motel parking lot

(1) Motel parking lots shall be marked or surrounded with a fence and be lockable or have an around the clock guard service.

(2) The number of parking places shall be not less than the number of guest rooms.

§ 29. Requirements for a motel

A motel shall meet the requirements provided in sections 19–23 and 25–26 herein.

Chapter 5
REQUIREMENTS FOR A GUEST HOUSE

§ 30. Guest house

A guest house is an accommodation establishment with five guest rooms as a minimum which provides meals.

§ 31. Reception area of a guest house

The reception area of a guest house shall have a front desk open from 8.00 to 20.00 as a minimum and with available phone or mobile phone services, and seats.

§ 32. General requirements for a guest house

(1) A guest house shall have:
   1) a washroom for up to ten bed places;
   2) a men’s and a women’s toilet for up to ten bed places;
   3) a lounge or dining room of sufficient size;
   4) an opportunity to have breakfast;
   5) an opportunity for have hot meals from 12.00 to 15.00 and from 18.00 to 22.00 as a minimum;
   6) staff changing rooms and hygiene facilities.

(2) Bed linen and towels shall be changed in a guest house once a week as a minimum, or on request, and for every new guest.

§ 33. Guest room of a guest house

(1) The minimum area of not less than 70% of the respective guest rooms in a guest house shall be 8 m² for single rooms, 12 m² for double or twin rooms and 3 m² for each extra bed place.

(2) Guest rooms of a guest house shall have:
   1) a bed cover mattress;
   2) bed linen;
   3) bedspread which covers 30% of the bed as a minimum;
   4) a hand towel per bed place;
   5) a bath towel per bed place;
   6) a bedside table or surface for placing items per bed place;
   7) a full-length mirror;
   8) a drinking glass per bed place;
   9) an opportunity to get a bottle opener;
   10) information on the guest house, including the services provided and the price list.

§ 34. Staff of a guest house

(1) Staff who provides services to guests shall wear a uniform and advisably a name tag with the job title.

(2) Receptionists of a guest house shall be proficient in two foreign languages as a minimum at a level sufficient for communication.

Chapter 6
REQUIREMENTS FOR A HOSTEL

§ 35. Hostel

A hostel is an accommodation establishment which offers meals or provides opportunities to prepare meals.

§ 36. Hostel reception

(1) A hostel reception shall provide an opportunity to use a phone or mobile phone and shall have a front desk service from 8.00 to 10.00 and from 17.00 to 22.00 as a minimum.

(2) Information about reception times shall be displayed outside the hostel.

§ 37. General requirements for a hostel

(1) A hostel shall provide:
   1) breakfast or an opportunity to use a kitchen;
   2) a washroom for up to ten bed places;
   3) a men’s and a women’s toilet for up to ten bed places;
   4) a lounge or dining room of sufficient size;
5) a staff changing room.

(2) A hostel shall provide:
   1) bed linen and towels in guest rooms, or
   2) an opportunity to hire bed linen and towels, or
   3) a laundry.

(3) If available, bed linen and towels in hostel guest rooms shall be changed once a week as a minimum and for each new guest.

§ 38. Guest room of a hostel

(1) The minimum area of a hostel guest room shall be 4 m² per bed place or per bunk bed.

(2) Guest rooms of a hostel shall have a mirror.

§ 39. Hostel kitchen

A kitchen, if available to guests, shall have:
   1) equipment and utensils to prepare and serve hot meals;
   2) dishwashing materials;
   3) sinks with running hot and cold water;
   4) a sufficiently large refrigerator.

§ 40. Hostel staff

(1) It is advisable for the hostel staff who provide services to guests to wear a name tag.

(2) Hostel receptionists shall be proficient in two foreign languages as a minimum at a level sufficient for communication.

Chapter 7
REQUIREMENTS FOR A HOLIDAY VILLAGE AND HOLIDAY CAMP

§ 41. Holiday village and holiday camp

A holiday village and holiday camp is an accommodation establishment where limited services are offered, camp sites for tents and/or caravans and parking places for motor vehicles are provided and which may also include accommodation facilities.

§ 42. Grounds of a holiday village and holiday camp

(1) The grounds of a holiday village and holiday camp shall be:
   1) surrounded by an artificial or natural boundary;
   2) supplied with external lighting.

(2) Internal roads for vehicles shall be paved in a holiday village and holiday camp.

(3) Fire safety instructions shall be displayed at a visible place in the grounds of a holiday village and holiday camp and shall contain brief instructions for preventing fire and taking actions in the case of fire.

§ 43. General requirements for a holiday village and holiday camp

A holiday village and holiday camp shall have:
   1) a reception building near the driveway;
   2) an opportunity to use phone or mobile phone services;
   3) a washroom for up to three tent or caravan sites or 12 bed places;
   4) a men’s and a women’s toilet for up to three tent or caravan sites or 12 bed places;
   5) a kitchen for guests;
   6) a garbage container;
   7) if guest rooms are available, guest rooms shall be supplied with bed linen and towels which shall be changed once a week as a minimum and for new guests;
   8) a designated car park;
9) information on reception times and the contact phone number of the provider of accommodation services displayed in a visible place.

§ 44. Kitchen of a holiday village and holiday camp

Kitchens of a holiday village and holiday camp shall have:
1) equipment and utensils to prepare and serve hot meals;
2) dishwashing materials;
3) sinks with running hot and cold water;
4) a sufficiently large refrigerator.

§ 45. Accommodation in a holiday village and holiday camp

In a holiday village and holiday camp:
1) campsites shall be marked and with a minimum recommended area of 40 m²;
2) campsites shall be at the minimum distance of 10 m from communal buildings, 15 m from dry toilets and 50 m from public roads;
3) the minimum area of a guest room, if available, shall be 4 m² per bed place or bunk bed;
4) caravan parking sites, if available, shall be marked and have connections for power and water supplies and sewage disposal. The area intended for caravan parking shall be marked.

§ 46. Staff of a holiday village and holiday camp

(1) It is advisable for the staff of a holiday village and holiday camp who provide services to guests to wear a name tag.

(2) Receptionists shall be proficient in two foreign languages as a minimum at a level sufficient for communication.

Chapter 8
REQUIREMENTS FOR A HOLIDAY HOME

§ 47. Holiday home

A holiday home is an accommodation establishment intended for holidays where the entire accommodation building with cooking facilities is rented out.

§ 48. General requirements for a holiday home

(1) A holiday home shall have:
1) a guest room;
2) a lounge or a lounge area in a room;
3) a kitchen or kitchenette;
4) washrooms and toilets.

(2) A holiday home shall provide:
1) bed linen and towels in the rooms according to the number of bed places, or
2) an opportunity to hire bed linen and towels, or
3) a laundry.

(3) If available in a holiday home, bed linen and towels shall be changed once a week as a minimum and for each new guest.

§ 49. Guest room of a holiday home

(1) The minimum area of not less than 70% of the respective guest rooms of a holiday home shall be 6 m² for single rooms and 12 m² for double or twin rooms, and 3 m² for each additional bed place.

(2) Guest rooms of a holiday home shall have a mirror.

§ 50. Lounge of a holiday home

A lounge or a lounge area in a holiday home shall have:
1) natural lighting;
2) a table;
3) seats according to the number of bed places.
§ 51. Kitchen or kitchenette of a holiday home

The kitchen or kitchenette of a holiday home shall have:
1) equipment and utensils to prepare and serve hot meals;
2) dishwashing materials;
3) a sink with running hot and cold water;
4) a sufficiently large refrigerator.

Chapter 9
REQUIREMENTS FOR A VISITOR’S APARTMENT

§ 52. Visitor’s apartment

Visitor’s apartment is an accommodation establishment where accommodation unit with cooking facilities is an apartment which is rented out entirely.

§ 53. Requirements for a visitor’s apartment

A visitor’s apartment shall comply with the requirements provided in sections 48–51.

§ 54. Fire safety requirements for visitor’s apartments

(1) A visitor’s apartment with up to ten bed places shall have:
   1) an autonomous fire detector in each guest room as a minimum;
   2) one first-line fire extinguisher as a minimum containing 6 kg of extinguishing agent.

(2) In a visitor’s apartment with more than ten bed places, the rooms for the provision of accommodation services and access to and exits from these rooms shall comply with the fire safety requirements provided in the Building Act and the fire safety requirements established on the basis therein which apply to accommodation establishments.

Chapter 10
REQUIREMENTS FOR BED-AND-BREAKFAST

§ 55. Bed-and-breakfast

Bed-and-breakfast is an accommodation establishment where breakfast is offered and which is located on a farm, in a house or an apartment which is in the possession of a natural person.

§ 56. General requirements for a bed-and-breakfast

(1) A bed-and-breakfast shall have:
   1) a separate room or a part of a room to receive guests;
   2) a washroom for every up to ten bed places, an additional washroom for every up to ten additional bed places;
   3) a toilet for every ten bed places, an additional toilet for every up to ten additional bed places;
   4) a lounge or a lounge area of a room which has natural lighting, a table and seats according to the number of bed places and which can be used for serving meals;
   5) a separate entrance to a guest room which is at the disposal of the guest only.

   (2) Bed linen and towels in a bed-and-breakfast shall be changed once a week as a minimum or on request and for every new guest.

§ 57. Guest room of a bed-and-breakfast

(1) The minimum area of not less than 70% of the respective guest rooms of a bed-and-breakfast shall be 6 m² for single guest rooms and 12 m² for double or twin rooms, and 3 m² for each additional bed place.

   (2) A guest room of a bed-and-breakfast shall have:
      1) bed linen;
      2) a hand towel and a bath towel per bed place;
      3) a mirror.
§ 58. Fire safety requirements for a bed-and-breakfast

(1) A bed-and-breakfast with up to ten bed places shall have:
1) an autonomous fire detector in each guest room as a minimum;
2) one first-line fire extinguisher as a minimum containing 6 kg of extinguishing agent.

(2) In bed-and-breakfast with more than ten bed places, the guest rooms and access to and exits from these rooms shall comply with the fire safety requirements provided in the Building Act and in fire safety requirements established on the basis therein that apply to accommodation establishments.

Chapter 11
FINAL PROVISIONS

§ 59. Repeal of the Regulation

Regulation No. 128 of 19 October 2005 of the Minister of Economic Affairs and Communications “Requirements for Accommodation Establishments” (RTL, 2005, 106, 1635) is repealed.

§ 60. Entry into force of the Regulation and implementing provisions

(1) This Regulation enters into force on 1 September 2012.

(2) Subsections 54 (2) and 58 (2) enter into force on 1 January 2013.

(3) (Stacked) bunk beds and double beds with the minimum size of 140 x 190 cm can be used in hotels and motels until 31 December 2013.

(4) Until 31 May 2013, clauses 43 3) to 4) shall apply to holiday villages and holiday camps which were operated before the coming into force of this Regulation, with the following exceptions:
1) holiday villages and holiday camps shall have one washroom per up to ten camp sites or 12 bed places;
2) holiday villages and holiday camps shall have one men’s and one women’s toilet per up to ten camp sites or 12 bed places.

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